

Finally, there is also, in place, a well-defined escalation process from the local level, to the regional level, up to the national level if necessary. We have assigned the State Store contract an Executive Sponsor- the individual filling this role is Ken Luke, President, IT Products and NETS Solutions. This demonstrates our commitment to the State Store contract and the people it serves.

Quality Activities in Support of the State Store

GECITS will perform the following activities in an effort to ensure quality for the State:

- ❑ Designate General Manager Dawn Lewis as the quality lead for the State Store contract. Dawn will have overall responsibility for the design and delivery of quality-related activity. She will coordinate the collection, measurement, and analysis of all quality-related data. This information will be used to reinforce or change processes and behavior within GECITS and can be shared with our customers.
- ❑ Conduct quarterly Customer Satisfaction Surveys of CTQ metrics within the State to measure and graphically present our performance against mutually defined standards.
- ❑ Present standard reports to the DGS on performance levels (against standards) based on output from the GECITS enterprise management system (delivery time, process time, volume, etc.).
- ❑ Present dashboards and/or control charts that are graphical presentations of our performance against established Service Level Agreements (SLAs) for customer satisfaction.
- ❑ Perform semi-annual "Voice of the Customer"(VOC) interviews. VOC is a very high level program merging the Market Research and Quality Departments at GECITS, which allows key customers and GECITS to share ideas for mutual improvement of product and services.
- ❑ Develop and implement a service repair and performance survey to measure satisfaction for service performance. This will be a "leave behind" survey distributed by service technicians.
- ❑ Implement "web feedback" mechanisms from various GECITS web sites for immediate contact with the appropriate owner of quality processes.
- ❑ Train every GECITS employee having customer contact in GE Six Sigma quality methods and philosophy.



For the State of California, Six Sigma means getting what you want, when you want it, on time, with a focus on the State's CTQs that have been identified in the early stages of the contract. For example, specific SLAs could serve as CTQs. End-user satisfaction will be tracked through surveys and reviewed via scorecards.

Description of How Customers will be Accommodated

In this section, GECITS provide a narrative of how State Store customers will be accommodated – from order placement, to technical consultation, to order delivery, to customer service, and other services in between • we have segmented our response into the following subsections:

- Inquiries/Orders
- Technical Consultation
- ~~□~~ ~~□~~ Order Delivery
- a Backordered Product
- Product Acquisition Alternatives
- Product Returns
- Account/Sales Manager Support

Inquiries/Orders

State Store customers will be able to place inquiries/orders via phone, fax, e-mail, and mail. Customers will have a dedicated, toll-free number for telephone inquiries: 1-877-874-4382. Telephone inquiries will be answered by a live customer service/inside sales representative within our IntelliSales group in the GECITS Intellicenter.

Our IntelliSales group maintains a large staff of customer service/inside sales representatives that supports customers nationwide. This includes five customer service/inside sales representatives that are already supporting, and that will continue to support the new State Store contract. These individuals understand the business practices and IT issues of the State and the State Store customers.



Each customer service/inside sales representative will be dedicated to specific customer(s) within pre-defined districts. While the account/sales managers will improve upon and build State Store customer relationships at the local level, our customer service/inside sales representatives will help supplement those efforts. The customer service/inside sales representatives and account/sales managers will meet on a weekly basis to review and progress updates and ensure that every issue is handled and addressed to the satisfaction of our State customers. Each of these teams will work closely with our customers to implement process improvement in accordance with the GE Six Sigma quality processes, and our State Store Quality Assurance Plan as described earlier in this section.

To keep current with today's ever-changing technologies, our customer service/inside sales representatives constantly update their product knowledge to provide the best technology information available. For example, our vendor partners provide product training to our customer service/inside sales representatives on a regular basis. This training ensures that our customer service/inside sales representatives remain up-to-date on all the latest product developments. In addition, many of our customer service/inside sales representatives maintain multiple levels of manufacturer certification.

All GECITS employees, including our customer service/inside sales representatives, are trained in GE's Six Sigma quality processes. GECITS also provides our customer service/inside sales representatives with internal training pertaining to order systems, as well as customer-specific training as necessary. Also, as part of their ongoing training, customer service/inside sales representatives receive three-day refresher courses annually on problem resolution and on how to use these tools in everyday situations. In addition, we also monitor customer service/inside sales representatives on a regular basis to ensure the highest quality of service is provided to all of our customers.

GECITS **exceeds the** RFP requirements, as our customer service/inside sales representatives will be available from 7:00 a.m. to 5:00 p.m. Pacific time, Monday through Friday, excluding official State holidays. Customers calling in will not be placed on hold for more than 60 seconds. The customer service/inside sales representatives will provide **free**, responsive customer service representation to the State. This representation will be provided on a maximum 24-hour call back or e-mail response basis.



The customer service/inside sales representatives will provide quotes and process orders for hardware, software, and supplies, and will also provide up to the minute account information and order ~~management~~ services. They will provide complete, accurate, and timely information in an effort to provide the highest level of service and organizational support available, with a dedication to supporting State Store customers with the utmost in professional conduct.

We identify the GECITS Intellicenter customer service/inside sales representatives that will support the State Store contract on our GECITS State Store Organization Chart in the section entitled, "Supplier Organization and **Staffing.**" In that same section, we also provide a customer service/inside sales representative duty statement.

In Figure A3-7, we provide a flow chart that illustrates the inquiry/order process at a high-level. Following Figure A3-7, we describe specific aspects of the inquiry/order process in greater detail.



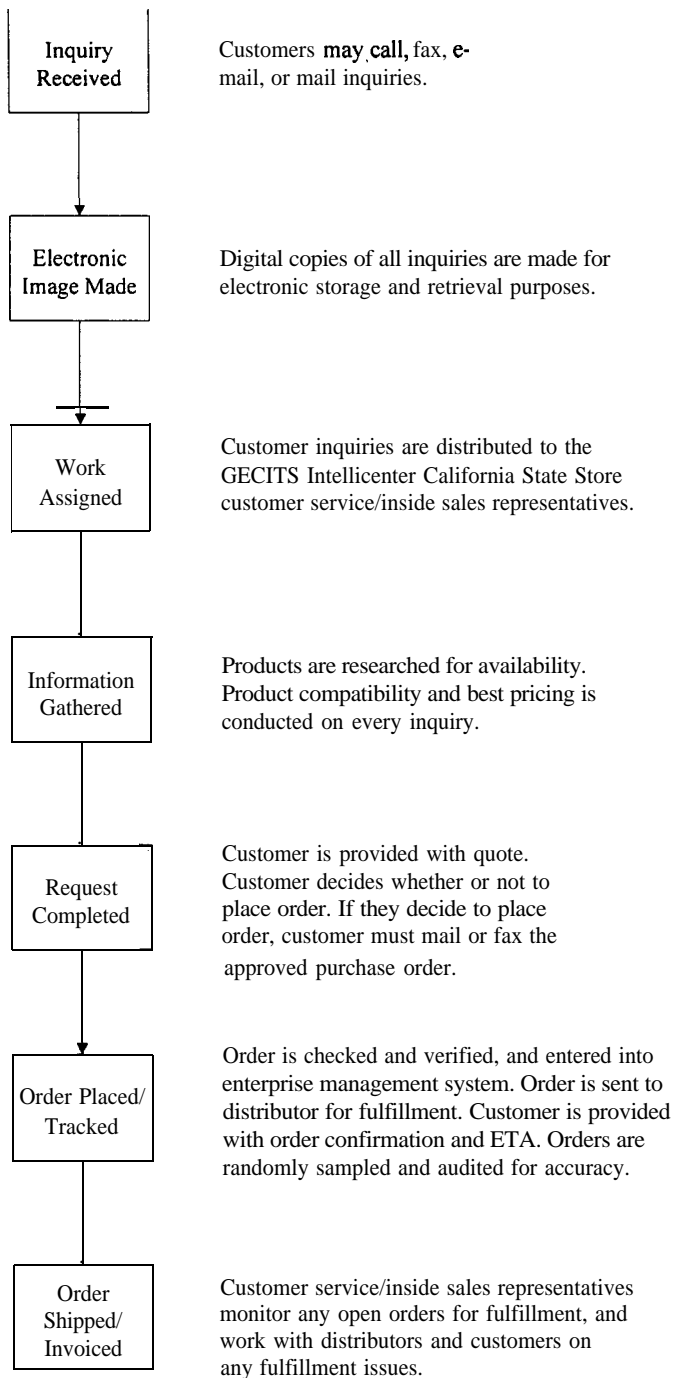


Figure A3-7. Inquiry/Order Process

The customer service/inside sales representatives will make digital copies of all inquiries for electronic storage and retrieval purposes, and then distribute inquiries to specific customer service/inside sales representative for research purposes. That customer service/inside sales representative will research the products for availability and best pricing.

After the customer service/inside sales representative provides the customer with a quote, the customer will decide if they wish to place an order. If the customer decides to place the order, he/she must fax or mail an approved purchase order to the GECITS Intellicenter for processing. Prior to entering the order into our enterprise management system, the customer service/inside sales representative ensures that the order is accurate so it can be filled at the highest service level possible. If the customer service/inside sales representative has any questions, or if any errors or inconsistencies are found on the order, the customer service/inside sales representative will immediately contact the customer for clarification and revision if necessary.

Once the order and customer information is verified, which will occur within one working day of the receipt of the order, the customer service/inside sales representative then enters the order into our enterprise management system, which automatically time and date stamps the order. The enterprise management system will verify State contract pricing, as well as the terms and conditions related to shipping, discounts, rebates, etc. The system runs a system check on all customer information, as well as a second, automated check on all of the verifiable information on the purchase order.

If the order is accepted, the order is automatically routed to a distributor for configuration and fulfillment. Within one working day of receipt of an order, we will provide written notification of acceptance or rejection of an order to the ordering agency. If any on-line ordering method of submitting order forms is developed by the State, GECITS agrees to develop our portion of an on-line ordering system to accommodate an interface.

For service orders, customers will relay their request to a local, assigned GECITS State Store account/sales manager. The **account/sales** manager will then work with the services manager to identify the appropriate technical **staff** to meet with the customer. The account/sales manager and the technical staff will meet with the customer to develop a scope of work. The customer will issue a purchase order, and then the appropriate technical **staff** will begin work.



Technical Consultation

GECITS' technical consultant will provide free technical consultation services for determining proper configuration, in context of the customer's environment, for stand-alone hardware and software to meet customer's needs, understanding the customer's computing and networking needs, and be able to specify the best solutions to meet the customer's needs. This representation will be provided on a maximum 24-hour call back or e-mail response basis.

Our technical consultant should also be able to provide ordering information, part numbers, descriptions, and pricing. If our technical consultant cannot provide this information, this information will be obtained from either our customer/service inside sales representatives, or our local account/sales managers.

As illustrated in the section entitled, "Supplier Organization and Staffing," GECITS proposes one technical consultant to support the State Store contract. Based on our experience with the current State Store contract, we believe this level of support will be more than sufficient. However, if additional support is necessary, we propose to utilize one of our four proposed, highly-qualified, network systems engineers as backups.

Our technical consultant will be based in our **Rancho Cordova** customer service facility, and will be available Monday through Friday, **8:00 a.m.** to **5:00 p.m.** (pacific time), except for State holidays. Customers will be able to reach our technical consultant via a toll-free number: 1-877-874-4382.

Order Delivery

All deliveries will be FOB destination. GECITS will deliver all products and **software**, excluding supplies and custom configured workstations, within 10 State business days from receipt of an order. This excludes products that are constrained by a manufacturer. Supplies will be delivered within four State business days after receipt of an order. We **exceed the** requirement to deliver custom configured workstations within 90 calendar days after receipt of an order, as we will deliver them within 60 days.

If supplies are ordered with products **and/or** software on one purchase order, then everything will be delivered together within ten (10) business days.

GECITS will notify the ordering agency if delivery of any order will be delayed beyond the delivery times specified above. Additionally, we will keep the ordering agency apprised of changes in delivery status of delayed orders on a weekly basis.



All orders will be delivered in total, unless we receive prior authorization, **from** the ordering agency, for partial shipment of an order.

GECITS has a strategic relationship with a number of distributors for the logistical movement of products to our end-user customers. These distributors are, in fact, our virtual warehouse network for product procurement and distribution. These relationships allow us to maintain our direct manufacturer relationships for pricing and product information, while benefiting **from** the distribution capabilities and warehousing centers provided by our distributors.

Through our e-commerce Web site, **CycleConnect**, customers and GECITS State Store **staff** can check order status **from** the time it is entered through the time it is signed for at the customer's facility. Backorder Reports are reviewed multiple times daily by dedicated customer service/inside sales representatives to **identify** constrained or discontinued product and to work with the customer to suggest and deliver alternative products when delivery time is of the essence. We provide additional information regarding **CycleConnect** in the section entitled, "Electronic Product, Pricing Catalog, and Tracking System."

GECITS will deliver via ground, **free** of charge, all products sold through the State Computer Store to the location identified on the order form. For an additional fee, GECITS can also provide overnight/rapid delivery. We provide information on these services in the section entitled, "Additional Services." Also, for an additional fee, we can provide inside deliveries when requested by an ordering agency.

As part of our Six Sigma quality improvement program, we monitor orders consistently to measure our progress toward our stated delivery commitment. GECITS will also create and deliver reports, as identified in the RFP, to the State's Contract Administrator.

Backordered Product

When material is backordered due to temporary out of stock, the back order status will show up on an Open Order Report that is monitored continuously by our customer service/inside sales representatives. Several options are available at the customer's discretion. Most commonly, the customer service/inside sales representative monitoring the report will recognize the backorder status of particular material, research the expected **fulfillment** date, and **notify** the customer immediately. The customer can either wait for the material to arrive, ask that the order be shipped partial, or work with the customer service/inside sales representative to arrive at an acceptable replacement product.



Should a customer have an urgent need for the particular product that is backordered, the customer service/inside sales representative will work with the customer's local account/sales manager, the manufacturer, and our logistics organization to expedite product. Depending on the time-sensitivity of the material and our arrangements with the manufacturer, GECITS can second source from other resellers or distributors, can procure and drop ship from the manufacturer, or can negotiate internally with other customer teams if they have product available to release.

The key points are:

- ❑ Product status is available prior to ordering by either calling our customer service/inside sales representatives, or via the Web site
- ❑ Order status is monitored continuously by individuals dedicated to State Store customers
- ❑ Backordered products are recognized and researched
- ❑ Customers will be notified when products are on backorder
- ❑ The customer will be given several alternative options from which to choose
- ❑ All available options will be pursued to expedite satisfaction of the customer's requirements

Product Acquisition Alternatives

GECITS places the highest priority on customer satisfaction by utilizing and constantly monitoring a delivery process designed to meet your specific requirements. However, products can be unavailable for several reasons including backordered; constrained by the manufacturer; or discontinued. In the event that ten State business day delivery is not possible, GECITS has several processes in place to ensure the fastest resolution possible. GECITS has the ability to draw from multiple distributors. In the event that a current product is out of stock at one distributor, other distributors will automatically be checked by our enterprise management system. If the product is completely out of stock at all distributors, an "expedite" request is placed with one of the distributors. This automatically triggers a direct order to a specific manufacturer. The product will be placed on backorder and the order will show up on a Back Order Report. GECITS continually monitors this report.

If the customer desires, an alternative product will be suggested. When a product is going to be discontinued, GECITS will receive notification from the manufacturer or distributor. This allows us to monitor orders for potential problems such as a "ship complete" order with long lead times. When a



product is constrained, customers will be promptly notified of the situation and alternatives will be recommended. Several manufacturers have addressed this issue by developing multiple product lines, one of which will emphasize a long product life cycle.

GECITS is one of the largest resellers of IBM, Compaq and Hewlett-Packard computer systems to the government sector. This helps us receive priority allocations on constrained products. There are several specialized programs currently in place, which will benefit the State because of the large worldwide volume that GECITS transacts with the major manufacturers. An example of this is the IBM Large Account Initiative (LAI). LAI is a special program available to large GECITS customers by which we forecast expected demand by product type and by customer. This demand is consolidated and supplied to IBM. The output is a dedicated production allocation for these large accounts. In this way, the entire State of California product demand is consolidated with other large volume GECITS customers who need and deserve priority treatment. Also, in this way, small agencies and political subdivisions receive the benefits of the aggregated volume programs from the major manufacturers.

Product Returns

GECITS' customer service/inside sales representatives will process all product returns. GECITS will accept all products and supplies for return within 15 days of delivery and credit the customer in full.

Customers must contact the customer service/inside sales team to request a return for any reason. The customer service/inside sales team will request information about the product being returned and explain the process for the return. The customer service/inside sales team will mail or e-mail the customer a return request package, which will include a Return Merchandise Authorization (RMA) label, and return shipping instructions.

An RMA label must be placed on each package being returned. Labels must be attached to all packages being returned. Customers should retain shipping records on returned product, including RMA#, shipping company, shipper's tracking number, and return confirmation.

Products can be returned if unopened, unused, and in resaleable condition, including factory seal intact, for a period of 15 days from the delivery date. Software products that have been opened can be returned only when the cause for the return is the fault of the supplier.



If a customer receives a product that is Dead on Arrival (DOA), they will need to contact the customer service/inside sales team. The customer service/inside sales team will then dispatch a service provider to repair the product according to the manufacturer's warranty. It is the policy of the major manufacturers to make all reasonable attempts to repair DOA products.

Account/Sales Manager Support

The GECITS State Store account/sales managers will be locally based and will be responsible for selling products and services, maintaining business relationships, providing future planning support, and for supporting various marketing activities. They will also serve as agency advocates. The inclusion of these individuals will allow us to successfully support the RFP requirement of providing on-site customer account management visits,

Each GECITS State Store customer will be assigned to an account/sales manager. The account/sales managers will conduct on-site visits with their customers, and the Rancho Cordova facility will provide an additional location where account/sales managers can meet with their customers. Our account/sales managers are trained professionals that are knowledgeable in the State of California business practices, and each account/sales manager will work hand-in-hand with the customer service/inside sales representatives to provide a prompt and knowledgeable response to customer inquiries.

Our vendor partners provide product training to our account/sales managers on a regular basis. This training ensures that our account/sales managers remain up-to-date on all the latest product developments. All GECITS employees, including our account/sales managers, are trained in our Six Sigma quality process. In addition, our account/sales managers are also trained in several other problem resolution methods that can be used to resolve issues systematically and ensure the issues do not recur. Also, as part of their ongoing training, account/sales managers receive three-day refresher courses annually on problem resolution and on how to use these tools in everyday situations.

Telephone and E-mail Support

GECITS will provide prompt telephone and e-mail support to State Store customers for consultation, design, pricing, order status, product comparisons, compatibility information, and return information. In the following subsections, we discuss both telephone and e-mail support.



Telephone Support

Customers will be able to call one, dedicated toll-free number, 1-800-877-4382, for all of their needs. We illustrate this in Figure A3-8.

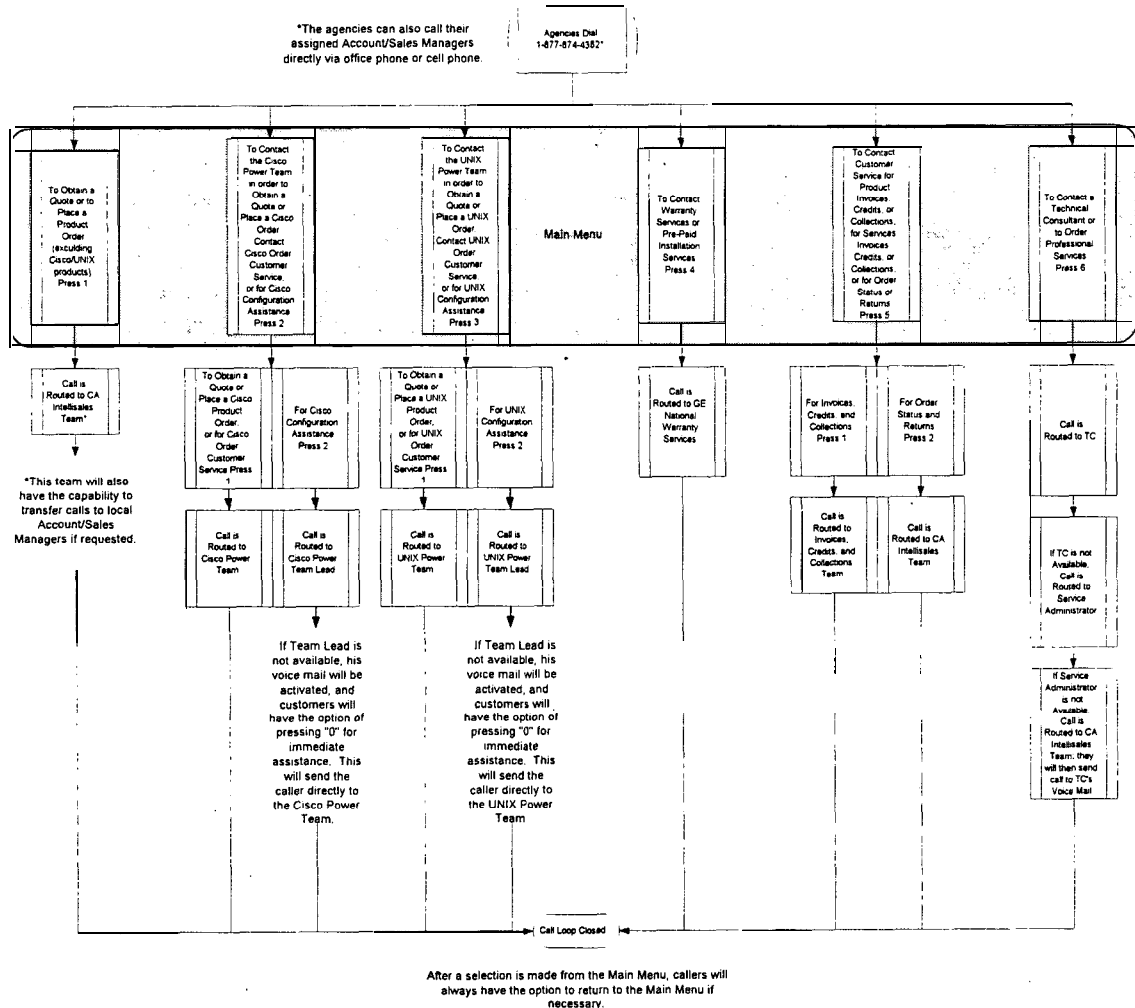


Figure A3-8. State Store Customer Call Flow

All customer calls will come into the GECITS Intellicenter (except for those calls made directly from customers to their local account/sales manager). As illustrated in Figure A3-8, once a call comes into the GECITS Intellicenter, the caller will be able to select one of the following six options:



- 1) Obtain a quote or place and order
- 2) Place a Cisco specific order, contact Cisco Customer Service, or for Cisco configuration assistance
- 3) Place a UNIX order, contact UNIX Customer Service, or for UNIX configuration assistance
- 4) Contact Warranty Services or Pre-paid Installation Services
- 5) Contact Customer Service for product or services invoices, credits, collections, order status, or returns
- 6) Contact a Technical Consultant or to order Professional Services

Once the caller selects an option, their call will be answered by a live representative within 60 seconds.

The GECITS Intellicenter is well equipped to handle inbound calls. It is supported by 39 T1 lines, and can receive 713 concurrent voice phone calls. With data communication handled over eight of these lines, we ensure secure data communications for each customer through separate circuits. The fiber optic cable connection to the regional bell operating company includes a continuous loop circuit to two different switching offices, thus providing fail-safe connectivity to our customers.

The GECITS Intellicenter is well equipped to provide monthly phone reports, as it is supported by a new phone system provided by Lucent Technologies- the Definity Enterprise Communication System (ECS)- which provides up-to-the second data on all calls, call load factors, and hold times to ensure we meet rigorous service efficiency goals. Some of the features of the Definity ECS include the following:

- ❑ Expert Agent Selection— this is an Automatic Call Distribution (ACD) mechanism used for directing and distributing calls in the most efficient and expeditious manner.
- ❑ Call Management System— this is used for real-time management of Intellicenter call center activity. This feature helps ensure that all call center agents are meeting or exceeding established metrics. Real-time and historical data is used to produce in depth reports reflecting call center performance:



- ❑ Display Boards – displays boards are strategically placed in the Intellicenter. In addition to the Call Management System, these boards display real-time call activity for agents and call center managers.
- ❑ OCTEL Voice Mail System– this is a full-featured voice mail system. Only selected call center agents may utilize a **voice** mailbox.
- ❑ Digital Phones – the system includes full-featured phones with display and noise reduction headsets.
- ❑ Call Flow Design – calls flows are designed to meet customer requirements. They are then tested and then implemented. During post implementation, changes can be made as needed.
- ❑ Voice Circuits – voice circuit capacity is 60% above peak utilization (based on one year of historical data). The system currently supports 60,000 inbound calls and 130,000 outbound calls per month.
- ❑ Redundancy – the Lucent Definity ECS is redundant to avoid interruption in voice services. The phone system is in a secure, environmentally controlled data center.
- ❑ Power – In addition to redundancy, the ECS is powered by two separate electrical sources. Each electrical source has an uninterruptible power system (UPS) that conditions power and provides power to the ECS in the event of power failure. If there is a power failure, both electrical systems are backed up by an external diesel electrical power generation system.

The system will allow GECITS to have a real-time update, and to report on information such as: calls in queue, number of calls routed, call status, line usage, number of calls abandoned, call handling time, number of calls placed on hold (sorted by longest time), time on hold, call duration, number of calls received, number of disconnects, and much more.

The system will provide a tracking mechanism for producing reports, and we will submit these reports monthly, in Excel format, tab delimited, as required by the State. In addition, we will work with the State Contract Administrator to develop the exact information needed, and the format for providing the information to the State Contract Administrator.

GECITS realizes that it is not only critical for State Store customers to be able to contact us quickly, but also for DGS to quickly contact our General Manager Dawn Lewis, or Operations Manager Milena Arceo (who will serve

as Dawn's back up). As such, DGS will be able to contact Dawn and/or Milena in the following manner:

- ❑ DGS will be provided with a local office numbers for Dawn and Milena, as well as a local cellular numbers for Dawn and Milena
- ❑ If a call is made to Dawn's office number, and she is not available, the caller will be able to either leave a message on her voice mail, or call her cellular number. If Dawn is out of the office, she will have her office number calls automatically forwarded to her cellular phone. Once the caller calls, or the caller is forwarded to Dawn's cellular phone, if Dawn is not available, the caller will be able to leave a message (which will automatically send a message to her cell phone indicating that she has a message waiting), or the caller will be able to page Dawn via her cellular phone.
- ❑ If a call is made to Milena's office number, and she is not available, the caller will be able to either leave a message on her voice mail, or call her cellular number. If Milena is out of the office, she will have her office number calls automatically forwarded to her cellular phone. Once the caller calls, or the caller is forwarded to Milena's cellular phone, if Milena is not available, the caller will be able to leave a message (which will automatically send a message to her cell phone indicating that she has a message waiting), or the caller will be able to page Milena via her cellular phone.

E-mail Support

Each GECITS State Store staff member, including the customer service/inside sales representatives at the GECITS Intellicenter who will be dedicated to the contract, will have an individual e-mail address formatted as follows: **firstname.lastname@gecits.ge.com**. The GECITS California State Computer Store general mailbox e-mail address is **stateofcalifornia@gecits.ge.com**.

The five GECITS Intellicenter customer service/inside sales representatives that will be supporting the State will be able to access the State Store general mailbox. By allowing shared access to this mailbox, any customer service/inside sales representative will be able to answer a customer inquiry, as there will not a dependency 'on any one individual to respond. This will allow the customer service/inside sales representatives to respond to e-mail inquiries within four hours. (This was an original RFP requirement, and as it has been recently deleted, GECITS **exceeds** this requirement).



Each member of the GECITS State Store staff will be listed on a page linked to the GECITS California State Computer Store Portal. If a customer clicks on a staff member's name, an e-mail message box will automatically appear to allow for rapid mailing. E-mail will also be utilized for sending order confirmations. This will provide our customers with written confirmation regarding orders placed with GECITS.

As another e-mail feature, GECITS has the ability to receive faxed documents using Faxination software. This software allows customers to fax documents that will appear directly into staff e-mail. By using Faxination, we can view faxed documents without relying on having immediate access to a fax machine. In addition, Faxination saves large amounts of paper.

GECITS will provide e-mail communication with the State Contract Administrator, and with State and public sector entities that utilize the contract. GECITS will send industry news, energy saving ideas, special promotions and event information to those customers whom have an e-mail address in our database. Over e-mail, GECITS can forward links to articles, manufacturer technical and new product information, and informative websites as well.

E-mail has become an ever-increasing method used for communication, and GECITS continues to upgrade our infrastructure (hardware, software, and networks) to ensure we have the best and latest tools at our fingertips. These tools will assist our team in being more effective and efficient in communicating with our customers.

Summary

GECITS is committed to providing the pinnacle of customer service to the State and the State Store customers. We will provide such service from a Sacramento County (Rancho Cordova) facility that will support the majority of our proposed staff, as well as from the GECITS Intellicenter facility that will house our customer service/inside sales representatives.

The number of GECITS staff at contract startup will be 29. We will be able to handle fluctuations in business easily, as we have a pool of technical and sales resources nationwide from which to pull additional support. In addition, our local team will be cross-trained to handle numerous functions.



GECITS will provide a Quality Assurance Program specifically for the State Store contract that will be based on our Six Sigma quality principles, and that will provide continuous improvement by tracking and measuring results against specific requirements/service levels, and making improvements as necessary.

GECITS will easily accommodate State Store customers through our experience and committed personnel, our order processes, and our e-commerce system – CycleConnect. We provide more information regarding our proposed staff and CycleConnect in upcoming proposal sections.

GECITS **exceeds** the RFP requirements, as our customer service/inside sales representatives will be available from 7:00 a.m. (not 8:00 a.m.) to 5:00 p.m. Pacific time, Monday through Friday, excluding official State holidays. We also **exceed the** requirement to deliver custom configured workstations within 90 calendar days after receipt of an order, as we will deliver them within 60 days. In addition, our customer service/inside sales representatives will respond to e-mail inquiries within four hours (this was an original RFP requirement, and as it has been recently deleted, GECITS **exceeds** this requirement).

The State and the State Store customers will have easy access to our proposed staff via telephone and e-mail to ensure that we are available when needed.



B3. Supplier Organization and Staffing

Suppliers must provide an Organization and Staffing Plan, which describes the proposed organization of personnel for the proposed State Computer Store. When setting up your organization and staffing, please be aware that the Organization and Staffing Plan must include the following:

- ✧ A description of the organizational structure, which provides an overall picture of the intended organization, how the organization will be staffed including their responsibilities, and an explanation of how they will accommodate the fluctuation of business. Include an organization chart identifying each person and their function proposed.
- ✧ Customer references for similar types of contracts. These references shall be for the supplier rather than for specific State Computer Store Personnel. Customer references should include a description of the contract, the name of the organization, contact person, address, and telephone number.
- ✧ Resumes and duty statements for all State Computer Store personnel, as reflected in Exhibit V-N, are required (see Exhibit V-N for model resume format). Resumes must contain the signature of each staff member proposed.

"GE Capital Information Technology Solutions' support in getting our service off the ground was excellent. They were always there to get us out of jams. Their expertise is worth its weight in gold."

Steve Barber
Vice President
TPN Register



In this section, GECITS presents our **Organization** and Staffing Plan. To address the requirements specified in RFP Section VI, Requirement B3, within the context of the RFP evaluation criteria, we have organized our response according to the following headings:

- Introduction
- Organizational Description/Structure
 - ✦ Proposed General Manager
 - ✦ Proposed Technical Consultants
 - ✦ Proposed Network Systems **Engineers**
 - ✦ Proposed Additional Staff
- Customer References
- Duty Statements
- Resumes

Introduction

As an incumbent to the State Store, GECITS has a strong understanding of the State Store contract. This understanding enables us to serve the State and meet the needs of the State Store customers. Today, we successfully support the State Store via an existing **staff** that is in place and ready to face the challenges of the new contract.

In support of the new **contract**, we will augment our existing **staff** not only to meet specific **RFP** requirements, but to exceed many of the **RFP staffing** requirements. GECITS knows what it takes to support this contract, and our commitment to exceed the staffing requirements will ensure the continued success of the State Store.

The depth and breadth of GECITS will allow us not only to exceed the RFP requirements, but to take the State to the next level of serving their customers. Additionally, the breadth and depth of GECITS will benefit the State in that if, for any reason, we need to add and/or replace **staff**, we can quickly obtain such **staff**, with equal or greater qualifications, **from a** pool of **GECITS** personnel resources.

No other contractor can match GECITS' organization and **staffing** plan. We will validate this statement via our proposed organizational structure, our strong customer references, our detailed duty statements, and our team's strong resumes and certifications (where applicable).

GECITS is keenly aware of the challenges facing this administration, and can support the goal of low-risk contract execution. We have come a long way from the AmeriData days, and no other competitor can offer the “lessons learned” like the GECITS team.



Organizational Description/Structure

Figure B3- 1 illustrates our proposed organizational structure. As illustrated in Figure B3-1, we propose a total staff at contract start-up of 29.

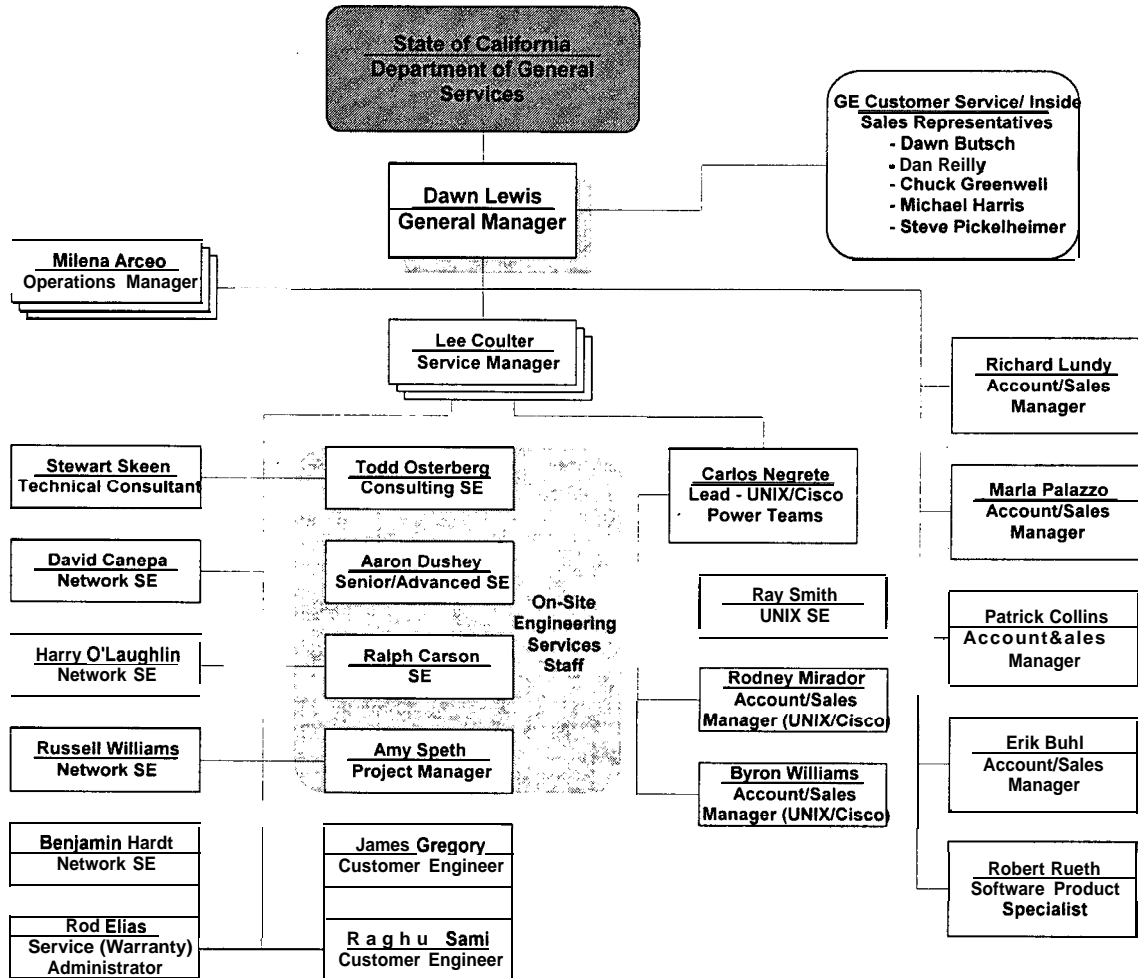


Figure B3-1.GECTIS State Store Organization Chart



The majority of our proposed team will be locally based, and will work out of our new **Rancho Cordova** facility. Our customer service/inside sales representatives will work out of the GECITS Intellicenter in Erlanger, Kentucky.

Our entire project team will be responsible for providing superior customer service, and for the ultimate success of the State Store. In Table B3-2, we provide a summary of their State Store contract responsibilities by position. We provide duty statements later in this section that detail the State Store contract responsibilities of each individual team member.

Table B3-2. Responsibilities Summary

Position	Responsibilities Summary
General Manager	To administer all aspects of the contract. To supervise GECITS State Store sales and services activities. To establish new accounts and grow the store revenue. To establish and maintain a good business relationship with the State and the State Store customers. To serve as the single point of contact with the State. To meet with the State Contract Administrator at least once a month, or as the need arises. To return calls and e-mails (or have a designee return calls and e-mails) to the State Store Administrator within 24 hours.
Operations Manager	To coordinate administrative , reporting, electronic catalog, and marketing support activities, and serve as back-up to the General Manager.
Service Manager	Coordinates the services team to provide standalone installation & up, network design and installation, network upgrades, strategic design, network management, network troubleshooting, and on-site engineering services.
Technical Consultant	To consult on and demonstrate all products sold through the State Store. To represent in a highly competent manner, the State Store, and the computer industry to State and other governmental employees. To respond to and resolve inquiries concerning network products. To provide free technical consultation services for determining proper configuration, in context of the customer's environment, for standalone hardware and software to meet customer's needs, understanding the customer's computing and networking needs, and to be able to specify the best solution to meet the customer's needs. To call on and travel directly to customer locations at GECITS expense to offer products and services sold under the State Store contract. Should also be able to provide ordering information , part numbers, descriptions, and pricing.

Position	Responsibilities Summary
Network Systems Engineer	To provide pre-sales, strategic design, and advanced technical support for LAN, WAN, and MAN connectivity. To provide network design, planning, installation, upgrades, and network troubleshooting services. To interpret complex technical issues involved in network planning and present appropriate solutions.
Service (Warranty) Administrator	Directs, tracks, and reports on warranty services.
Consulting Engineer	Provides on-site engineering services as necessary.
Senior/Advanced Systems Engineer	Provides on-site engineering services as necessary.
Systems Engineer	Provides on-site engineering services as necessary.
Project Manager	Provides on-site engineering services as necessary.
Customer Engineer	To analyze and resolve desktop, portable, and peripheral hardware problems. Duties may include hardware remedial maintenance, preventive maintenance, installation, and moves of desktop equipment and related devices.
Lead – UNIX/Cisco Power Teams	Coordinates UNIX/Cisco products/services/consulting to State Store customers.
UNIX Systems Engineer	To provide pm-sales, design and configuration services and other related activities on UNIX equipment. To interpret technical issues involved in UNIX equipment design and installation, and to communicate solutions.
Account/Sales Manager	To provide on-site, customer account management visits. To sell products and services to State Store customers in a knowledgeable and professional manner. To maintain and grow relationships with current customers and to secure new customers. To represent in a highly competent manner, the State Store, and the computer industry to State and other governmental employees. To support conferences and on-site-seminars as necessary.
Software Product Specialist	To provide software product sales and expertise externally to customers, and expertise internally to Account/Sales Managers and technical staff .
Customer Service/Inside Sales Representative	To provide responsive customer service representation to the State on a maximum 24 hour call back or e-mail response basis to respond to requests for information such as an order and/or order configuration information , follow-ups on delivery schedules, questions regarding invoices, equipment installation or operation information, etc. To furnish complete, accurate, timely information, and the resolution of issues or problems by telephone or e-mail. To provide the highest level of services and organizational support available with a dedication to serve the customer with the utmost professional conduct



As shown in Figure B3-1, we have identified **four of our** team members as **on-site** engineering services staff. We understand that the agencies will have final approval on any on-site engineering services staff. However, by providing resumes for such staff, we **exceed the** RFP requirements. As we include resumes in our proposal, this illustrates to the State and the agencies that we have the capability to provide such personnel **from** an established pool of resources. Lastly, each one of the individuals proposed **exceeds the** requirements, for their respective positions, for the on-site engineering services **staff as** identified in the RFP.

Regarding the requirement **pertaining** to supporting fluctuations in business, GECITS can easily support the spikes of the peak-purchasing season via our proposed **staff**, or by augmenting our staff from pools of GECITS personnel nationwide. Our proposed general manager has a competent back up in our proposed operations manager. Our proposed service manager will be dedicated to coordinating all services delivery. Our proposed local account/sales managers (five), as well as a **software** product specialist will work hand-in-hand with our customers. Our proposed, dedicated customer service/inside sales representatives (five), out of a large group of customer service/inside sales representatives, will provide customer support via telephone and e-mail. Our proposed network systems engineers (four) will be more than enough to cover for each other, as well as to cover our proposed technical **consultant**, if necessary, in support of the contract.

GECITS demonstrated our capability to provide additional support during the peak-purchasing season in 2000, when GECITS had up to fifteen customer service/inside sales representatives supporting the State Store contract.

We continue the discussion of our organizational structure/proposed staff under the following headings:

- ☐ **Proposed** General Manager
- ☐ Proposed Technical Consultant
- ☐ Proposed Network System Engineers
- ☐ Proposed Additional Staff

Proposed General Manaaer

Our team will be led by General Manager Dawn Lewis. Dawn's computer industry experience is contiguous over last seven years, thus **substantially exceeding the** requirement for the general manager to have a minimum three years experience within the last four years. Dawn has a **firm** understanding of the State Store contract and its customers, as she has supported the State Store



for the past seven years, and has held the GECITS State Store general manager position for almost the past two years. Leadership is critical to the success of any effort, and Dawn's track record clearly demonstrates that she will provide the State with this critical component.

We provide more **information** regarding Dawn's background later in this section under the heading, "Resumes."

Proposed Technical Consultant

As shown in his resume, our proposed Technical Consultant, Stewart Skeen, is experienced with all of the network operating systems GECITS is proposing, which includes the following:

- ☐ Apple
- ☐ Microsoft
- ☐ Novell
- ☐ Nortel (Bay)
- ☐ Cisco IOS*
- ☐ sun Solaris*

* In reality, these systems are not network operating systems. They are actually **Internetworking** operating systems. We include them because some do refer to them as network operating systems.

According to Addendum #12, Apple is no longer a network operating system requirement. **As** Stuart is experienced with Apple, he exceeds the RFP requirements for network operating system experience.

Stuart's experience in network and system configuration, both products and service, is contiguous over the last 93 months, thus **substantially exceeding the** requirement to have 18 months experience within last 24 months. GECITS proposes one technical consultant, as required in the RFP, as our experience as an incumbent has illustrated that one technical consultant is more than sufficient to support the contract.

We provide more **information** regarding Stuart's background later in this section under the heading, "Resumes."

